STROUD BOWL — MASTER BOOKING TERMS & CONDITIONS

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Venue: Stroud Bowl, Top Floor, Five Valleys Shopping Centre, Stroud, Gloucestershire GL5 1QA

Legal operator: Tenpin Bowling Stroud Ltd (trading as Stroud Bowl)

Bookings: booking@stroudbowl.co.uk | 01453 762200 | www.stroudbowl.co.uk

Terms published: 30 October 2026 | Version applicable to each booking is recorded at acceptance

IMPORTANT INFORMATION BEFORE BOOKING

Cancellations: Give at least 24 hours' notice to request one free reschedule within 90 calendar days after the ORIGINAL scheduled activity date, or a refund less any fair, evidenced direct cancellation loss. With less than 24 hours' notice, discretionary refunds are not normally available; statutory rights and fairness rules still apply.

Arrival: Please arrive 10 minutes early. We allocate 15 minutes per player per game. We hold an unclaimed lane for up to 15 minutes after its start time; after that the reserved lane is not guaranteed.

Bowling: Maximum eight players per lane; bowling shoes required except agreed medical/disability adjustments. Never enter the lane beyond the foul line or interfere with machinery.

Children: Under-14s must have an accompanying responsible adult unless attending an expressly supervised organised activity.

Venue rules: No indoor smoking or vaping, no charging personal devices from venue sockets, no unplugging or tampering with machines. Challenge 25 and physical identification only for alcohol.

1. CONTRACT AND SCOPE

1.1 These terms apply to bowling, pool, qualifying activity bookings, children's parties, food and drink packages, promotions and associated venue use, whether booked online, by telephone, in person or through an authorised provider.

1.2 The booking contract is with the legal operator named above. We accept a reservation when we issue confirmation after any required deposit or payment has been received, or when we expressly confirm an agreed pay-on-arrival booking.

1.3 Please check the booking summary, price, participant numbers, games or time allocation, activity, date and start time before confirming. Tell us promptly if it is wrong.

1.4 The booking organiser must pass relevant rules to the group but is not automatically personally liable for every action of another adult in the group. Liability is assessed under law and any specifically agreed group undertaking.

1.5 Additional terms apply to leagues, tournaments, exclusive hire and certain events only when clearly supplied before entry or agreement. The specific confirmed event arrangements govern the event where consistent with law.

1.6 No term removes statutory rights, including rights under the Consumer Rights Act 2015.

2. PRICES, PAYMENTS AND CONFIRMATION

2.1 Prices are displayed in pounds sterling including VAT and compulsory fees. Optional extras and any required deposit are identified before purchase.

2.2 Prepaid bookings are secured on payment and confirmation; agreed pay-on-arrival bookings are secured on express confirmation, subject to the stated reservation rules.

2.3 The confirmation states the amount paid, any outstanding balance and when the balance must be paid. We do not add undisclosed charges after contract formation.

2.4 If a payment is taken twice, or a booking/payment system fails, we will investigate and refund or correct any unauthorised duplicate amount. A failed transaction must not be presented as a successful reservation.

2.5 Obvious and genuine pricing errors will be explained. A customer whose confirmed booking cannot be honoured on the stated terms may reject a proposed corrected price and receive the relevant refund.

2.6 Fraudulent bookings and unauthorised use of payment details are prohibited.

3. STANDARD CANCELLATION AND REFUNDS

3.1 Date-specific leisure bookings generally do not have an automatic 14-day online change-of-mind cancellation right. Separate rights may apply to undated vouchers or other products.

3.2 For standard bowling or pool bookings cancelled at least 24 hours before the scheduled activity, the customer may request (a) one free transfer to an available date within 90 calendar days after the original scheduled activity date, or (b) cancellation and a refund less fair and substantiated direct losses.

3.3 The online booking fee is displayed separately before payment. Where the booking administration service has already been supplied, that fee is not normally refunded if the customer cancels. This is subject to fairness and statutory rights, including rights arising if Stroud Bowl cannot provide the contracted service. Other prepaid amounts are assessed by reference to fair and substantiated losses, taking into account preparation costs, resale and costs saved, without double recovery.

3.4 If less than 24 hours' notice is given, no discretionary refund or free transfer is normally offered; we may retain only a fair amount justified by reasonably incurred, legally recoverable loss after mitigation.

3.5 Serious illness, bereavement or an unavoidable emergency may justify goodwill flexibility; we review such cases individually and sensitively. This is additional to statutory rights.

3.6 To cancel or amend, contact us by the published booking email, telephone or an approved booking portal and give the booking reference. We assess notice by when the request is received; any cancellation request should be acknowledged and recorded.

3.7 A booking does not become cancelled simply because a customer fails to arrive. No-show rules also apply.

4. RESCHEDULING AND AMENDMENTS

4.1 One free reschedule requires at least 24 hours' notice, subject to availability. The NEW session must occur within 90 calendar days after the ORIGINAL scheduled activity date; postponement does not restart the clock.

4.2 Additional changes are discretionary; any additional amount or reasonable cost must be disclosed and agreed before the change. A lower-priced substitute is handled fairly under section 3.

4.3 Customers may add games or players online, subject to availability and lane capacity, until two hours before standard bowling bookings and until 48 hours before children’s parties. Date changes and cancellations are handled by contacting Stroud Bowl. Amendments take effect only when confirmed. Historic acceptance and changes are preserved.

4.4 Where a rescheduled booking is later cancelled, any refund deduction must reflect the actual arrangement, direct losses and mitigation, not an automatic forfeiture.

5. ARRIVAL, SESSION LENGTH AND NO-SHOWS

5.1 Arrive at least ten minutes before the booked start. We schedule lanes internally at approximately 15 minutes per player per game. Standard bowling confirmations show the start time and number of games, not an estimated finish time or guaranteed completion duration. Clearly timed promotions show their advertised session times.

5.2 We allow a 15-minute late-arrival grace period. Late arrival may reduce the time available to complete games. If a customer has not arrived or contacted us within 15 minutes after the scheduled start, we may release the reserved lane. After this period the original lane or a replacement cannot be guaranteed.

5.3 Staff will try to accommodate delayed groups where possible. Standard games are sold as games, not an undisclosed fixed-duration service; if operational session limits apply they must be made clear before booking. Customer-caused lateness does not automatically entitle them to an extension or refund; legal rights remain unaffected.

5.4 Where a prepaid customer does not attend, we may retain only sums fair under section 3. On an unpaid reservation we do not automatically take or invoice a no-show charge unless a specific fair payment obligation and lawful collection arrangement were clearly agreed before booking.

5.5 Repeated unexplained failures to attend may lead us to require prepayment for future bookings, subject to fair and non-discriminatory decisions.

6. LANE ALLOCATION AND CAPACITY

6.1 No more than eight bowlers may play on a lane. Larger groups need further lanes subject to availability.

6.2 We may choose or change lane numbers for maintenance, competitions, accessibility and operational needs, but will provide the activity purchased or an appropriate remedy. Adjacent lanes are not guaranteed unless expressly confirmed.

6.3 Spectators must remain in permitted areas, keep approaches and exits clear and follow staff directions.

7. FOOTWEAR AND PERSONAL BOWLING EQUIPMENT

7.1 Appropriate bowling shoes are mandatory for bowlers; approved personal bowling shoes are permitted. Outdoor shoes or trainers are not normally acceptable.

7.2 Customers with medical needs or disabilities may request an exemption or reasonable adjustment. We assess alternatives individually and safely, without routinely requiring medical evidence or unreasonably refusing a lawful adjustment.

7.3 Balls, shoes and accessories brought by customers must be suitable and safe. Do not apply unauthorised products to lane approaches or obstruct paths with equipment. We are responsible for loss or damage where law makes us responsible.

8. BOWLING SAFETY, PINSETTERS AND BALL RETURNS

8.1 Do not step, run or slide beyond the foul line onto the treated lane surface, enter gutters or pin decks, or approach pinsetters or restricted machinery areas.

8.2 Never retrieve a stuck ball or pin yourself. Report faults to staff. Keep hands out of ball-return openings and away from moving balls; wait until a returned ball stops before lifting it and avoid putting fingers between balls on the rack.

8.3 No more than EIGHT bowling balls may be placed on each ball-return rack. Do not stack balls or put them on chairs, tables or walkways, or climb or sit on ball returns. Staff may require fewer balls where needed for safety.

8.4 One bowler delivers a ball per lane at a time unless a specifically authorised assisted arrangement requires otherwise. Do not obstruct an adjacent approach during a delivery.

8.5 Children should select suitable ball weights and use ramps/assistance with appropriate supervision. Report spills, trapped balls and damaged machinery immediately.

8.6 Do not tamper with score terminals, bumpers, lane controls, mechanical or electrical equipment. Unsafe equipment may be withdrawn from use.

9. CHILDREN AND SUPERVISION

9.1 Children younger than 14 must be accompanied by a parent, guardian or responsible adult, except during an organised activity for which suitable supervision has expressly been agreed.

9.2 Supervised activity does not automatically include travel, early drop-off or late collection. Group organisers and guardians must follow the programme's specific arrangements.

9.3 Ages 14–17 may attend unaccompanied subject to particular event restrictions, safeguarding assessment and applicable law. Staff may intervene where a child's safety or welfare is at risk.

10. SAFEGUARDING AND REPORTING

10.1 Stroud Bowl maintains safeguarding procedures for children and adults at risk. Designated Safeguarding Lead: Shae Milner. Alternative safeguarding contact: Mark Patrick. Concerns may be reported to either or to the duty manager. Concerns involving either lead can be referred directly to appropriate statutory safeguarding services or police.

10.2 Bullying, grooming, harassment, intimidation, exploitation and abuse are prohibited. Staff may take proportionate protective action and contact statutory services or police; call emergency services for immediate danger.

10.3 Sensitive safeguarding information is handled with appropriate confidentiality and shared lawfully when needed to protect people.

11. TOURNAMENT FILMING, YOUTUBE AND CCTV

11.1 Stroud Bowl livestreams selected leagues and tournaments. The tournament manager and Stroud Bowl jointly manage filming information and permissions through tournament entry processes before participation. Event-specific safeguarding permissions and restrictions must be checked. Broadcasts may include players, names, team information, scoring and commentary as properly disclosed.

11.2 Acceptance of booking terms or a tournament entry form is not by itself a blanket authorisation to identify a child. Appropriate information and permissions, child participation, data-protection lawful basis and any parental-responsibility or care restrictions must be assessed.

11.3 Where a child or other participant cannot safely be livestreamed, Stroud Bowl will not livestream the affected activity where it could reveal their identity. Controls must account for cameras, overlays, names, results and commentary; entry into a tournament does not override safeguarding restrictions.

11.4 Broadcasting live and recording or retaining the footage are separate decisions. Junior recordings must not be intentionally created, publicly archived or retained without a prior documented individual safeguarding/privacy review and appropriate permissions, lawful basis, access controls and an approved retention/deletion period. Automatic YouTube archives, DVR, clips and local recording settings must be controlled. Any incidental temporary copies are restricted and handled promptly under policy.

11.5 Reviews are overseen by safeguarding lead Shae Milner or an authorised alternative. Any filming objection or data rights request is handled under the published privacy procedure. Customers must not film in toilets or areas with an expectation of privacy.

11.6 CCTV is operated separately for legitimate safety and security purposes and explained in the relevant Privacy Notice. Promotional marketing filming requires separate lawful arrangements.

12. ALCOHOL, BAR300 AND AGE VERIFICATION

12.1 Alcohol service complies with the Licensing Act 2003, mandatory conditions and the current premises licence. Mark Patrick is the premises licence holder, Designated Premises Supervisor (DPS), and a personal licence holder, as confirmed by venue management.

12.2 Challenge 25 applies. Anyone who appears younger than 25 must present acceptable ORIGINAL PHYSICAL photographic identification when asked: a valid physical passport, physical photocard driving licence or physical PASS-hologram proof-of-age card. A PASS logo is required on PASS cards, not on passports or driving licences. Digital ID, phone images, screenshots and photocopies are not accepted under our venue policy.

12.3 We do not sell alcohol to anyone under 18 or a person who is drunk. As an additional venue rule, under-18 alcohol consumption is prohibited on our premises. Proxy buying for minors is prohibited.

12.4 Staff may refuse service for lawful licensing, welfare or safety reasons; pre-purchased alcohol does not override these duties. Any appropriate substitute or legally due remedy will be considered fairly.

12.5 No outside alcohol without express authorisation. Alcohol may be consumed only in authorised areas and times. Free potable drinking water and statutory smaller measures are offered in accordance with licensing requirements; irresponsible promotions are prohibited.

13. FOOD SAFETY, ALLERGENS AND OUTSIDE FOOD

13.1 Stroud Bowl operates a nut-free kitchen policy and does not intentionally use peanuts or tree nuts as ingredients in food prepared under that policy. This is NOT an unconditional assurance that every ingredient or meal is free of traces; specific free-from claims will only be made when supported by verified controls, suppliers and cross-contact management.

13.2 Inform staff of allergies, coeliac disease, intolerances or dietary requirements before ordering; for pre-ordered packages tell us when booking and reconfirm before service. We provide legally required information about the 14 regulated allergens and update it when recipes or suppliers change.

13.3 Customers must not enter kitchens or interfere with food equipment. Report spills, breakages and contamination. Food and drink are not permitted on bowling approaches or machinery.

13.4 Outside food and drink are prohibited except birthday cakes for authorised children's parties, and legally required or individually agreed medical, disability-related and infant-feeding exceptions. Birthday cakes must be handed to staff and stored separately in the cellar, away from the nut-free kitchen, to reduce potential nut allergen cross-contact. Staff will assess temperature control, packaging, suitability and safe handling; cakes requiring refrigeration must be kept under suitable conditions. Stroud Bowl may decline to cut or serve an outside cake when safe handling cannot be assured.

13.5 When catering cannot be delivered or safely provided, customer remedies apply according to law.

14. CHILDREN'S BIRTHDAY PARTIES

14.1 Online children's party bookings are paid in full at checkout. For direct bookings where a deposit arrangement is expressly offered, a £3-per-child deposit secures the reservation and is credited toward the party price, with the remaining balance payable on arrival. The payment method and amount due will be shown before booking confirmation.

14.2 Please confirm expected numbers and dietary information at least seven days beforehand. Any separately agreed minimum attendance or minimum party price is prominently disclosed before booking.

14.3 Children's parties have a separate 48-hour cancellation period. Where cancellation is received at least 48 hours before the scheduled start, Stroud Bowl will normally refund the amount paid, less a reasonable deduction of up to £3 per child booked where supported by actual, legally recoverable costs or losses, and any separately

disclosed online booking fee lawfully retained. If the recoverable loss is lower, the deduction will be reduced. We account for costs saved and reasonable mitigation.

14.4 Where a children's party is cancelled with less than 48 hours' notice, a discretionary refund will not normally be offered. Any money retained from full prepayment or an agreed direct-booking deposit must nevertheless reflect fair, legally recoverable losses, including unavoidable catering and reserved-capacity costs, after mitigation. Management may consider serious illness, bereavement or emergencies individually. Statutory rights are unaffected.

14.5 Reductions in attendance after unavoidable food or capacity commitments may lead to reasonable disclosed charges, without double recovery or blanket billing for unused services. Relevant supervision and safeguarding rules continue to apply.

14.6 The standard cancellation policy cannot override separately and fairly agreed bespoke event terms where those were disclosed before booking.

15. GROUP EVENTS, PRIVATE HIRE, LEAGUES AND TOURNAMENTS

15.1 Corporate hire, catered group events and exclusive venue use require a specific agreement explaining deposit, price, scope, final numbers, payment deadlines and cancellation calculation. Standard 24-hour recreational rules do not automatically govern bespoke hire.

15.2 Event organisers are responsible for event information, permitted third-party suppliers and agreed supervision. Any special sporting regulations, eligibility, entry or withdrawal conditions must be disclosed before tournament or league entry.

15.3 Sporting disputes are handled under published competition rules, without excluding legal customer rights. Event cancellations or material changes trigger fair remedies.

16. POOL, ARCADE AND THIRD-PARTY MACHINES

16.1 Pool tables, cues and balls must be used safely; do not sit on tables, damage cloth or misuse equipment.

16.2 Do not kick, strike, tilt, shake, climb on, open, unplug, reset or tamper with arcade machines, payment mechanisms, prize outlets or scoring systems. Fraudulent attempts to obtain prizes, money or credits are prohibited.

16.3 Report failed payment, jammed coins, malfunctioning games or prizes to staff; do not attempt repairs. Where payment is taken without the agreed service, a lawful and appropriate remedy is provided.

16.4 Some arcade machines are operated or owned by third parties. The responsible contracting operator will address claims without Stroud Bowl attempting to exclude responsibilities it legally owes.

17. ELECTRICAL, FIRE AND SMOKING SAFETY

17.1 Customers must not charge phones, tablets, laptops, power banks, vapes or any personal devices using venue sockets. Do not unplug, switch off, reset, disconnect or interfere with any powered equipment, cables, isolators, breakers, machines, displays, network devices or CCTV.

17.2 Report damaged cables, sparks, smoke or electrical hazards. Do not attempt repairs.

17.3 Smoking and vaping are prohibited anywhere indoors. Do not obstruct exits, tamper with alarms or firefighting equipment, or use pyrotechnics, smoke devices or flames without prior approval and safety arrangements. Follow evacuation instructions.

18. CUSTOMER BEHAVIOUR AND DAMAGE

18.1 Violence, abuse, discriminatory harassment, threatening conduct, illegal drugs, vandalism and theft are prohibited. Staff may reasonably suspend activities or remove people where necessary for safety, licensing or serious misconduct, exercising proportionate judgement and respecting equality law.

18.2 A person whose deliberate, reckless or negligent actions cause equipment or property damage may be asked to compensate legally recoverable losses established by evidence of causation. Reasonable repair, necessary depreciated replacement, technician and foreseeable consequential costs may be claimed where law permits.

18.3 No arbitrary fines or unjustified new-for-old claims. Wear and tear, pre-existing faults and accidents without negligence do not automatically create liability. Customers have an opportunity to respond to alleged damage.

18.4 Removal or refusal of service does not automatically forfeit all payments; any retention or refund is assessed fairly according to circumstances and law.

19. PROMOTIONS, VOUCHERS AND SPECIAL SESSIONS

19.1 Offer-specific eligibility, dates, minimum group sizes, prices, included items, session duration and restrictions are made clear before purchase. Offers cannot usually be combined unless expressly stated.

19.2 Changes to future promotions do not alter confirmed bookings. Unlimited bowling does not guarantee play beyond clearly advertised session hours.

19.3 Undated gift vouchers have separate purchase, validity and redemption conditions. Where an online voucher purchase carries statutory cancellation rights, those rights apply; the date-specific leisure exception is not applied automatically to all vouchers.

20. ACCESSIBILITY, SOUND, LIGHTING AND PREMISES ACCESS

20.1 We consider reasonable adjustments for disabilities, assistance dogs, medical footwear exemptions and sensory needs under the Equality Act 2010. No charge is imposed for reasonable adjustments required by law.

20.2 Glow bowling and certain events may feature UV lighting, moving or flashing coloured LEDs, changing light patterns, reduced ambient lighting and amplified music. These effects may trigger seizures for some people with photosensitive epilepsy or affect people with migraines, visual or sensory sensitivities. Warnings will be displayed before booking relevant sessions, in applicable confirmation messages and on venue signage. This warning does not exclude our safety or equality responsibilities.

20.3 Customers who know that entertainment lighting or sound may affect them are asked to tell a member of staff before their session, or as soon as they become aware of a concern. Detailed medical information need not be disclosed publicly. Staff will assess the risks and, where necessary and reasonably practicable, switch off relevant entertainment effects and return the affected bowling area to standard lighting. Exposure to effects from adjacent areas will also be considered, along with suitable reasonable adjustments.

20.4 Customers who feel unwell should notify staff immediately. Staff may pause play, alter or stop lighting effects, and follow emergency procedures, including seeking medical assistance where necessary. Lighting effects are subject to site risk assessment and staff control measures.

20.5 Five Valleys manages certain shared areas, parking and access systems. We do not deny our own contractual responsibilities when access problems prevent delivery of the booked service.

21. VENUE CANCELLATION, FAULTS AND REMEDIES

21.1 We may suspend or relocate activities for urgent safety, lane faults, leaks, power problems or other material disruptions. We will try to inform customers promptly and offer an equivalent arrangement where possible.

21.2 If we cannot deliver the purchased service, we offer a legally appropriate refund or alternative chosen by the customer. A customer entitled to a monetary refund need not accept a voucher.

21.3 Partial delivery is assessed fairly according to the significance of interruption. These terms do not exclude remedies for failure to perform with reasonable care and skill.

22. LOST PROPERTY, COMPLAINTS AND LIABILITY

22.1 Customers should look after belongings and report missing items. We are not excluding liability for loss or damage caused by our negligence or other legal obligations.

22.2 Report concerns during the visit where practical; complaints may also be submitted later using our published contact details and booking reference. Refunds are processed without undue delay within legal deadlines, normally by the original payment method; reasonable deductions will be explained.

22.3 We do not exclude liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability which cannot legally be excluded. Statutory consumer rights remain unaffected.

23. PRIVACY, TERMS VERSIONS AND LAW

23.1 Booking records, CCTV, payment and livestream-related data are governed by relevant privacy notices and UK data-protection law. Marketing opt-in and junior filming permissions must not be bundled into mandatory acceptance of booking terms.

23.2 The booking version accepted is preserved and does not silently change when this document is revised. Changes to an existing booking contract are agreed when legally required.

23.3 These terms are governed by the law of England and Wales, subject to mandatory consumer jurisdiction protections.

23.4 Contact: booking@stroudbowl.co.uk or 01453 762200. Legal operator: Tenpin Bowling Stroud Ltd. Safeguarding Lead and Health & Safety Lead: Shae Milner. Alternative safeguarding contact and DPS: Mark Patrick.

END OF TERMS — STATUTORY RIGHTS UNAFFECTED.